

WHAT IS CLAIMED IS:

1. A system for facilitating interaction with an insurance service, comprising:

a processor unit for executing program instructions;

a memory, coupled to the processor unit, for storing the program instructions;

5 a communication interface, coupled to the processor unit, for interacting with a user; and

interface logic for providing a graphical interface presentation to the user concerning the insurance service, including at least one of:

10 (a) a first dashboard display for presenting overview information with respect to the renewal of at least one insurance policy;

(b) a second dashboard display for presenting overview information with respect to the processing of at least one automatic agreement;

(c) a third dashboard display for presenting overview information with respect to the processing of at least one insurance claim; and

15 (d) a fourth dashboard display for presenting executive-level overview information compiled from information presented in the first, second and third dashboard displays.

2. The system of claim 1, wherein the insurance service comprises a reinsurance service.

20 3. The system of claim 1, wherein the interface logic includes at least two of the first through fourth dashboard displays.

4. The system of claim 1, wherein the first dashboard display includes at least one of the following fields of information:

a first field that specifies total on-line bound certificate gross written

premium measured on a year-to-date basis;

a second field that specifies average certificate gross premium on a year-to-date basis;

5 a third field that specifies certificate renewal retention ratio on a year-to-date basis;

a fourth field that specifies the number of certificates that have expired within the current calendar year on a year-to-date basis;

a fifth field that specifies the number of certificates to be considered for renewal within a next week;

10 a sixth field that specifies the number of certificates to be considered for renewal within a next month; and

a seventh field that provides a link to additional resources pertaining to the insurance service.

15 5. The system of claim 4, wherein the first dashboard display includes all of the first through seventh fields.

6. The system of claim 1, wherein the second dashboard display includes at least one of the following fields of information:

a first field that specifies total gross written premium for automatic reinsurance matters on a year-to-date basis;

20 a second field that specifies total new automatic gross written premium on a year-to-date basis;

a third field that specifies total renewal automatic gross written premium on a year-to-date basis;

a fourth field that specifies new and renewal automatic gross written premium

in percentage format on a year-to-date basis;

a fifth field that specifies total number of special acceptances granted on reinsurance business on a year-to-date basis;

5 a sixth field that provides an indication of total number of cessions issued on a year-to-date basis; and

a seventh field that provides a link to other resources pertaining to the insurance service.

7. The system of claim 6, wherein the second dashboard displays includes all of the first through seventh fields.

10 8. The system of claim 1, wherein the third dashboard display includes at least one of the following fields of information:

a first field that specifies total number of casualty claims incurred on a year-to-date basis;

15 a second field that specifies total incurred reinsurance loss on the casualty claims;

a third field that specifies total number of property-related excess claims incurred on a year-to-date basis;

a fourth field that specifies total incurred reinsurance loss on the property claims;

20 a fifth field that specifies total number of workmans compensation claims incurred on a year-to-date basis;

a sixth field that specifies total incurred reinsurance loss on the workmans compensation claims; and

a seventh field that provides a link to other resource pertaining to the insurance service.

9. The system of claim 8, wherein the third dashboard displays includes all of the first through seventh fields.

5 10. The system of claim 1, wherein the fourth dashboard display includes at least one of the following fields of information:

 a first field that specifies total on-line bound certificate gross written premium on a year-to-date basis;

10 a second field that specifies total automatic gross written premium on a year-to-date-basis;

 a third field that specifies the aggregate of the first and second fields;

 a fourth field that specifies the percentage of the third field that is attributed to the first field, and the percentage of the third field that is attributed to the second field;

15 a fifth field that specifies total number of claims incurred on a year-to-date basis;

 a sixth field that specifies total incurred reinsurance loss on claims on a year-to-date basis; and

20 a seventh field that specifies number of claims with reserve increases on a current year-to-date basis.

11. The system of claim 10, wherein the fourth dashboard displays includes all of the first through seventh fields.

12. The system of claim 1, wherein the interface logic additionally includes at least one of the following general fields:

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a first field that identifies selectable Business Center options, the Business Center options associated with functional modules for performing insurance service-related tasks related to the insurance field served by the insurance service;

5 a second field that identifies selectable Resource Center options, the Resource Center options associated with educational resources related to the insurance field served by the insurance service;

a third field that identifies selectable Support Center options, the Support Center options associated with resources designed to assist a user in using the insurance service;

10 a fourth field that identifies a selectable customization option, the customization option associated with a customization function that allows a user to customize at least one feature of the interface presentation presented by the interface logic; and

15 a fifth field that identifies contact information, the contact information identifying personnel that may be of use to the user in performing insurance-related tasks.

13. The system of claim 12, wherein the interface logic includes the first through fifth general fields.

20 14. The system of claim 1, further including a database that identifies a user group assigned to the user, and wherein the interface logic includes logic for selecting information for display in the at least one dashboard display based on the user's assigned group.

15. A system for facilitating interaction with a financial service, comprising:

a processor unit for executing program instructions;

25 a memory, coupled to the processor unit, for storing the program instructions;

a communication interface, coupled to the processor unit, for interacting with a user; and

interface logic for presenting a graphical interface presentation to the user concerning the financial service including:

5 at least one dashboard display for presenting summary information regarding the financial service;

 at least one of the following general fields:

10 a first field that identifies selectable Business Center options, the Business Center options associated with functional modules for performing financial service-related tasks related to a financial field served by the financial service;

 a second field that identifies selectable Resource Center options, the Resource Center options associated with educational resources related to the financial field served by the service; and

15 a third field that identifies selectable Support Center options, the Support Center options associated with resources designed to assist a user in using the financial service.

16. The system of claim 15, wherein the interface logic includes the first through third general fields.

20 17. A computer-readable medium for providing instructions to processing logic for facilitating interaction with an insurance service, comprising:

 interface logic for providing a graphical interface presentation to the user concerning the insurance service, including at least one of:

25 (a) a first dashboard display for presenting overview information with respect to the renewal of at least one insurance policy;

(b) a second dashboard display for presenting overview information with respect to the processing of at least one automatic agreement;

(c) a third dashboard display for presenting overview information with respect to the processing of at least one insurance claim; and

5 (d) a fourth dashboard display for presenting executive-level overview information compiled from information presented in the first, second and third dashboard displays.

18. The computer readable medium of claim 17, wherein the interface logic includes at least two of the first through fourth dashboard displays.

10 19. The computer readable medium of claim 17, wherein the interface logic further includes at least one of the following general fields:

a first field that identifies selectable Business Center options, the Business Center options associated with functional modules for performing insurance service-related tasks related to the insurance field served by the insurance service;

15 a second field that identifies selectable Resource Center options, the Resource Center options associated with educational resources related to the insurance field served by the insurance service;

a third field that identifies selectable Support Center options, the Support Center options associated with resources designed to assist a user in using the insurance service;

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a fourth field that identifies a selectable customization option, the customization option associated with a customization function that allows a user to customize at least one feature of at least one dashboard display presented by the interface logic; and

a fifth field that identifies contact information, the contact information identifying personnel that may be of use to the user in performing insurance-related tasks.

20. A method for facilitating interaction with an insurance service,
5 comprising:

receiving a request from a user to access the insurance service; and

providing a graphical interface presentation to the user, the interface presentation including at least one of:

(a) a first dashboard display for presenting overview information with respect
10 to the renewal of at least one insurance policy;

(b) a second dashboard display for presenting overview information with respect to the processing of at least one automatic agreement;

(c) a third dashboard display for presenting overview information with respect to the processing of at least one insurance claim; and

(d) a fourth dashboard display for presenting executive-level overview
15 information compiled from information presented in the first, second and third dashboard displays.

21. The method of claim 20, wherein the insurance service comprises a reinsurance service.

22. The method of claim 20, wherein the interface presentation includes at least two of the first through fourth dashboard displays.

23. The method of claim 20, wherein the first dashboard display includes at least one of the following fields of information:

a first field that specifies total on-line bound certificate gross written
25 premium measured on a year-to-date basis;

a second field that specifies average certificate gross premium on a year-to-date basis;

a third field that specifies certificate renewal retention ratio on a year-to-date basis;

5 a fourth field that specifies number of certificates that have expired within the current calendar year on a year-to-date basis;

a fifth field that specifies number of certificates to be considered for renewal within a next week;

10 a sixth field that specifies number of certificates to be considered for renewal within a next month; and

a seventh field that provides a link to additional resources pertaining to the insurance service.

24. The method system of claim 23, wherein the first dashboard display includes all of the first through seventh fields.

15 25. The method of claim 20, wherein the second dashboard display includes at least one of the following fields of information:

a first field that specifies total gross written premium for a collection of automatic-type reinsurance matters on a year-to-date basis;

20 a second field that specifies total new automatic gross written premium on a year-to-date basis;

a third field that specifies total renewal automatic gross written premium on a year-to-date basis;

a fourth field that specifies new and renewal automatic gross written premium in percentage format on a year-to-date basis;

a fifth field that specifies total number of special acceptances granted on reinsurance business on a year-to-date basis;

a sixth field that provides an indication of total number of cessions issued on a year-to-date basis; and

5 a seventh field that provides a link to additional resources pertaining to the insurance service.

26. The method of claim 25, wherein the second dashboard display includes all of the first through seventh fields.

10 27. The method of claim 20, wherein the third dashboard display includes at least one of the following fields of information:

a first field that specifies total number of casualty claims incurred on a year-to-date basis;

a second field that specifies total incurred reinsurance loss on the casualty claims;

15 a third field that specifies total number of property-related excess claims incurred on a year-to-date basis;

a fourth field that specifies total incurred reinsurance loss on the property claims;

20 a fifth field that specifies total number of workmans compensation claims incurred on a year-to-date basis;

a sixth field that specifies total incurred reinsurance loss on the workmans compensation claims; and

a seventh field that provides a link to other resource pertaining to the insurance service.

28. The method of claim 27, wherein the third dashboard display includes all of the first through seventh fields.

29. The method of claim 20, wherein the fourth dashboard display includes at least one of the following fields of information:

5 a first field that specifies total on-line bound certificate gross written premium (GWP) on a year-to-date basis;

a second field that specifies total automatic gross written premium on a year-to-date-basis;

a third field that specifies the aggregate of the first and second fields;

10 a fourth field that specifies the percentage of the third field that is attributed to the first field, and the percentage of the third field that is attributed to the second field;

a fifth field that specifies total number of claims incurred on a year-to-date basis;

15 a sixth field that specifies total incurred reinsurance loss on claims on a year-to-date basis; and

a seventh field that specifies number of claims with reserve increases on a current year-to-date basis.

20 30. The method of claim 29, wherein the fourth dashboard displays includes all of the first through seventh fields.

31. The method of claim 20, wherein the interface presentation additionally includes at least one of the following general fields:

25 a first field that identifies selectable Business Center options, the Business Center options associated with functional modules for performing insurance service-related tasks related to the insurance field served by the insurance service;

a second field that identifies selectable Resource Center options, the Resource Center options associated with educational resources related to the insurance field served by the insurance service;

5 a third field that identifies selectable Support Center options, the Support Center options associated with resources designed to assist a user in using the insurance service;

10 a fourth field that identifies a selectable customization option, the customization option associated with a customization function that allows a user to customize at least one feature of the interface presentation presented by the interface logic; and

a fifth field that identifies contact information, the contact information identifying personnel that may be of use to the user in performing insurance-related tasks.

15 32. The method of claim 31, wherein the interface presentation includes the first through fifth general fields.

20 33. The method of claim 20, further including a step of maintaining a database that identifies a user group assigned to the user, and wherein the step of providing a graphical interface presentation to the user comprises the steps of accessing the database to determine the user group assigned to the user, and then providing the at least one dashboard display based on the user's assigned group.

34. A method for facilitating interaction with a financial service, comprising:
receiving a request from a user to access the financial service; and

providing a graphical interface presentation to the user, the interface presentation including:

25 at least one dashboard display for presenting summary information regarding the financial service;

at least one of the following general fields:

a first field that identifies selectable Business Center options, the Business Center options associated with functional modules for performing financial service-related tasks related to a financial field served by the financial service;

5 a second field that identifies selectable Resource Center options, the Resource Center options associated with educational resources related to the financial field served by the service; and

10 a third field that identifies selectable Support Center options, the Support Center options associated with resources designed to assist a user in using the financial service.

35. The method of claim 34, wherein the interface logic includes the first through fifth general fields.

15 36. A computer signal readable by a computing system and encoding a computer program of instructions for executing a computer process performing the method recited in claim 20.

37. A computer signal readable by a computing system and encoding a computer program of instructions for executing a computer process performing the method recited in claim 34.